

toptable connect

USER MANUAL

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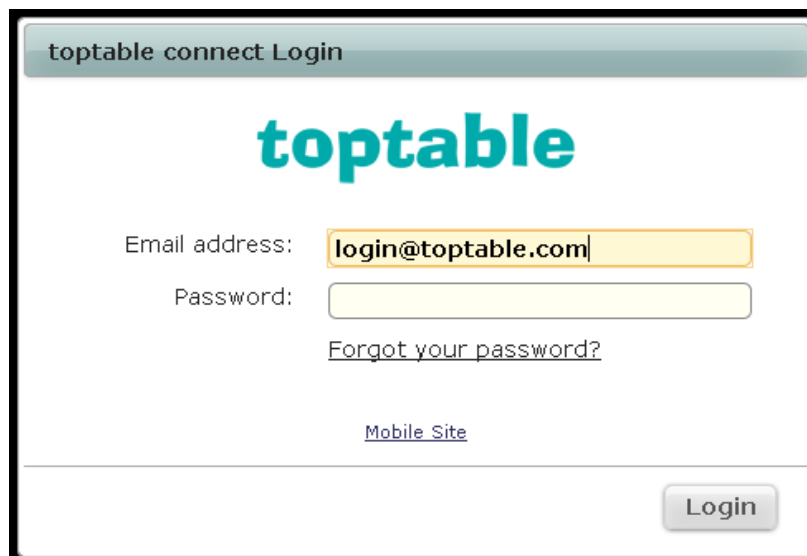
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INTRODUCTION

Welcome to toptable connect! This user manual will guide you through the initial setup and day to day use of the toptable connect product.

LOGGING IN TO YOUR TOPTABLE CONNECT ACCOUNT

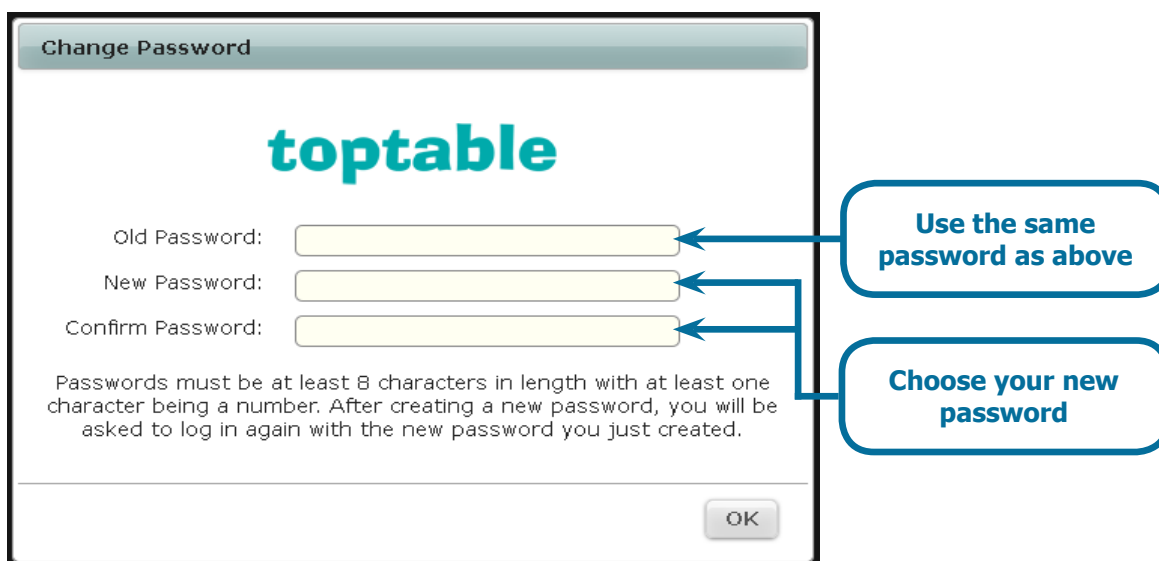
1 - Login to connect.toptable.com - Use the credentials that your project coordinator provided to you in the Step 2 email.



The screenshot shows the 'toptable connect Login' window. It features the 'toptable' logo in teal. Below the logo, there are two input fields: 'Email address:' with the text 'login@toptable.com' and 'Password:'. A link for 'Forgot your password?' is positioned below the password field. At the bottom center is a 'Mobile Site' link, and at the bottom right is a 'Login' button.

If you do not have the email containing your credentials, please contact your Project Coordinator

2 - Create your own unique password - Upon your first log-in, you will be asked to create a new password. Your new password must contain eight (8) characters with at least one (1) number.



The screenshot shows the 'Change Password' window with the 'toptable' logo. It contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. Below these fields is a note: 'Passwords must be at least 8 characters in length with at least one character being a number. After creating a new password, you will be asked to log in again with the new password you just created.' At the bottom right is an 'OK' button. Two blue callout boxes with arrows point to the 'New Password' and 'Confirm Password' fields. The first callout says 'Use the same password as above' and the second says 'Choose your new password'.

Once you have created your new Password, the system will require you to login using the new password you just created.

EDITING YOUR AVAILABILITY

Bookings Dashboard

Each time you log in to your toptable connect account, you will be directed to the Bookings Dashboard where you can see an overview of the month's shifts.

toptable connect TTC Bistro - Logout

Monthly View **Daily View**

Bookings Dashboard

June 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30 Lunch Dinner	31 Lunch Dinner	Jun 1 Lunch Dinner	2 Lunch Dinner	3 Lunch Dinner	4 Lunch Dinner	5 Lunch Dinner
6 Lunch Dinner	7 Lunch Dinner	8 Lunch Dinner	9 Lunch Dinner	10 Lunch Dinner	11 Lunch Dinner	12 Lunch Dinner
13 Lunch Dinner	14 Lunch Dinner	15 Lunch Dinner	16 Lunch Dinner	17 Lunch Dinner	18 Lunch Dinner	19 Lunch Dinner
20 Lunch Dinner	21 Lunch Dinner	22 Lunch Dinner	23 Lunch Dinner	24 Lunch Dinner	25 Lunch Dinner	26 Lunch Dinner
27 Lunch Dinner	28 Lunch Dinner	29 Lunch Dinner	30 Lunch Dinner	Jul 1 Lunch Dinner	2 Lunch Dinner	3 Lunch Dinner

No Bookings Bookings Made Closed Shift Bookings Stopped

Last refreshed on Thursday, 16 June at 18:12

Select Monthly or Daily View

Change the date range

Click on a day to view further details

The Monthly View of the Bookings Dashboard is also where you can see which shifts have bookings, as well as any shifts you have closed or locked.

toptable connect TTC Bistro - Logout

Monthly View **Daily View**

Bookings Dashboard

June 2011

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30 Lunch Dinner	31 Lunch Dinner	Jun 1 Lunch Dinner	2 Lunch Dinner	3 Lunch Dinner	4 Lunch Dinner	5 Lunch Dinner
6 Lunch Dinner	7 Lunch Dinner	8 Lunch Dinner	9 Lunch Dinner	10 Lunch Dinner	11 Lunch Dinner	12 Lunch Dinner
13 Lunch Dinner	14 Lunch Dinner	15 Lunch Dinner	16 Lunch Dinner	17 Lunch Dinner	18 Lunch Dinner	19 Lunch Dinner
20 Lunch Dinner	21 Lunch Dinner	22 Lunch Dinner	23 Lunch Dinner	24 Lunch Dinner	25 Lunch Dinner	26 Lunch Dinner
27 Lunch Dinner	28 Lunch Dinner	29 Lunch Dinner	30 Lunch Dinner	Jul 1 Lunch Dinner	2 Lunch Dinner	3 Lunch Dinner

No Bookings Bookings Made Closed Shift Bookings Stopped

Last refreshed on Thursday, 16 June at 20:32

Mouse over a day to get a booking summary

The lunch shift on this day has been closed

Bookings for the dinner shift on this day have been stopped

Daily View

The Daily View is where you can view a list of the bookings that have been made for a given day. Bookings are displayed in the shift for which they were made.

toptable connect TTC Bistro - Logout

Monthly View | Daily View

Bookings Dashboard

Tuesday, 10 May, 2011

Total: 3 Bookings / 8 Covers

Modify Schedule | Print

Lunch 11:00 - 14:00 1 Booking / 2 Covers Covers available: 38

Time	Name	Covers	Phone	Notes	Made on	Offer	Redemption
13:00	Diner, Joe	2	07700 900179	I'll be celebrating my birthday.	06/05	50% off food	

Stop Bookings | Close Shift

Dinner 17:00 - 22:00 2 Bookings / 6 Covers Covers available: 34

Time	Name	Covers	Phone	Notes	Made on	Offer	Redemption
19:30	Cartal, Andy	2	07700 900789		06/05		
20:00	Jones, David	4	07700 900179		06/05		

Block Time | Stop Bookings | Close Shift

Callouts:

- The remaining covers available for the shift are displayed here
- Click the name to view booking details

Clicking on the booking name will display the Booking Details pop-up, where you can see booking notes, phone number, & email (if customer opted to provide it). You will also be able to see any offer the diner may have selected when they made the booking.

Changes to the time, date and party size for the booking can be made through the Booking Details pop-up.

Booking Details

Booking on Tuesday 10/05/2011 13:00

Last Name: Diner First Name: Kate

Phone Type: Mobile Phone: 07700 900502

Booking Notes: I'm bringing a bottle of wine.

Offer: 50% off food

Redemption:

Cancel Booking | Mark as No-Show

Date Made: 06/05/2011

Save | Close

Callouts:

- Adjust the time and date of the booking
- Adjust the party size
- Offers the customer has selected for the booking

In the Booking Details pop-up you can also Cancel or No-Show bookings. The No-Show button will remain inactive until the time of the booking, at which point it will become active and you can use it to no-show bookings.

The screenshot shows a 'Booking Details' pop-up window. At the top, it says 'Booking on Tuesday' followed by a date field '10/05/2011' and a time dropdown '13:00'. Below this are fields for 'Last Name' (Diner), 'First Name' (Kate), and 'Covers' (2). There are also fields for 'Phone Type' (Mobile), 'Phone' (07700 900502), and 'Email'. A note states: 'Email address is displayed only if diner opts in to receive marketing emails.' Below the email field is a 'Booking Notes' section with the text 'I'm bringing a bottle of wine.' and an 'Offer' section with '50% off food'. At the bottom, there are two buttons: 'Cancel Booking' (highlighted with a red border) and 'Mark as No-Show' (highlighted with a yellow border). Below these buttons is the text 'Date Made: 06/05/2011'. At the very bottom are 'Save' and 'Close' buttons. Two callout boxes with blue borders and arrows point to the buttons: 'Cancel the booking' points to 'Cancel Booking', and 'Mark the booking as a no-show' points to 'Mark as No-Show'.

Booking Details

Booking on Tuesday 10/05/2011 13:00

Last Name: Diner First Name: Kate Covers: 2

Phone Type: Mobile Phone: 07700 900502 Email: [Empty]

Email address is displayed only if diner opts in to receive marketing emails.

Booking Notes: I'm bringing a bottle of wine. Offer: 50% off food

Redemption:

Cancel Booking Mark as No-Show

Date Made: 06/05/2011

Save Close

Cancel the booking

Mark the booking as a no-show



You have **up to 48 hours** after the booking time to no-show a booking or to change the party size to reflect the number of guests that actually arrived at your restaurant.

(Continued on page 5)

Making Changes to Shifts from the Daily View

In the Daily View, click Open Shift, Close Shift or Stop Bookings at the bottom of each shift to modify that shift. Using these controls will only affect the shift you have selected and will not alter any other days. Closing a shift for instance will only close the shift for the modified day and will not apply to the same date in the future.

toptable connect TTC Bistro - Logout

Monthly View Daily View

Bookings Dashboard

Total: 0 Bookings / 0 Covers

Modify Schedule Print

Tuesday, 28 June, 2011

Lunch

Closed

Open Shift

Dinner 17:00 - 22:00 0 Bookings / 0 Covers Covers available: 40

No bookings have been made for this shift.

Stop Bookings **Close Shift**

Click Open Shift to open the shift for the selected day

Click Close Shift to close the shift for the selected day

Click Stop Bookings to disable online bookings for the shift

You can also click the Modify Schedule button to make changes to your schedule, as well as adjust online availability.

On days that have a modified schedule, the Modify Schedule button will have a purple background.

toptable connect TTC Bistro - Logout

Monthly View Daily View

Bookings Dashboard

Total: 0 Bookings / 0 Covers

Modify Schedule Print

Friday, 17 June, 2011

Lunch 11:00 - 14:30 0 Bookings / 0 Covers Covers available: 30

No bookings have been made for this shift.

Block Time **Stop Bookings** **Close Shift**

Click Modify Schedule to modify the schedule and availability for the selected day

In the Modify Schedule menu, you can open or close shifts, change shift start or end times, and adjust the maximum number of covers available to be booked online. Similarly to making changes to shifts in the Daily View, changes made in the Modify Schedule Menu will only be applied to the selected day.

The 'Modify Schedule' window shows settings for three shifts: Breakfast, Lunch, and Dinner. Each shift has a status (Open/Closed), first and last seating times, and a maximum covers limit. Callouts point to these specific fields with instructions.

Modify Schedule

Update your shift settings below to create a custom shift.
Note: these changes will only apply to **Friday, 17 June, 2011**. To make changes to your default schedule go to Shift Setup in Settings.

Breakfast Closed
First Seating: 08:00
Last Seating: 10:30
Maximum Covers: 40

Lunch Open
First Seating: 11:00
Last Seating: 14:30
Maximum Covers: 30

Dinner Open
First Seating: 17:00
Last Seating: 22:00
Maximum Covers: 30

Dinner shifts currently have a pacing limit of 15 covers in any 15 minutes.

Update Shift Close

Use the Open/Closed drop-down to open or close a shift

Use the First/Last Seating drop-downs to set first and last seating times

Edit the Maximum Covers field to adjust online availability



If your restaurant is closed for any reason, be sure to close that shift/day in the toptable connect system. **Failure to do so could result in one of your diners arriving to a closed door!**

Block Times for the Current Shift

In the Daily View, click Block Time at the bottom of a shift to prevent additional bookings from being made for a particular time within that shift.

The 'Bookings Dashboard' shows the current day's schedule. A callout points to the 'Block Time' button at the bottom of a shift.

toptable connect TTC Bistro - Logout

Monthly View Daily View

Bookings Dashboard

Friday, 17 June, 2011

Total: 0 Bookings / 0 Covers

Modify Schedule Print

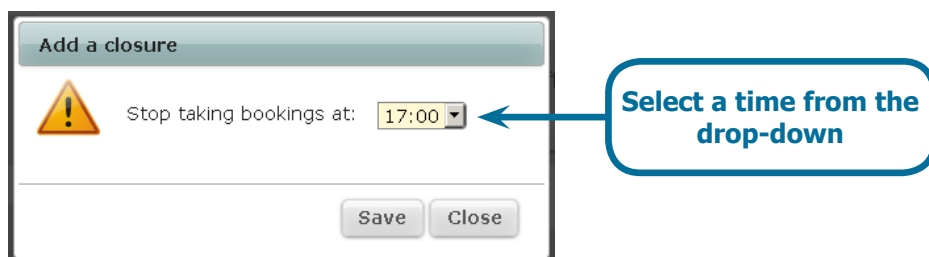
Lunch 11:00 - 14:30 0 Bookings / 0 Covers Covers available: 30

No bookings have been made for this shift.

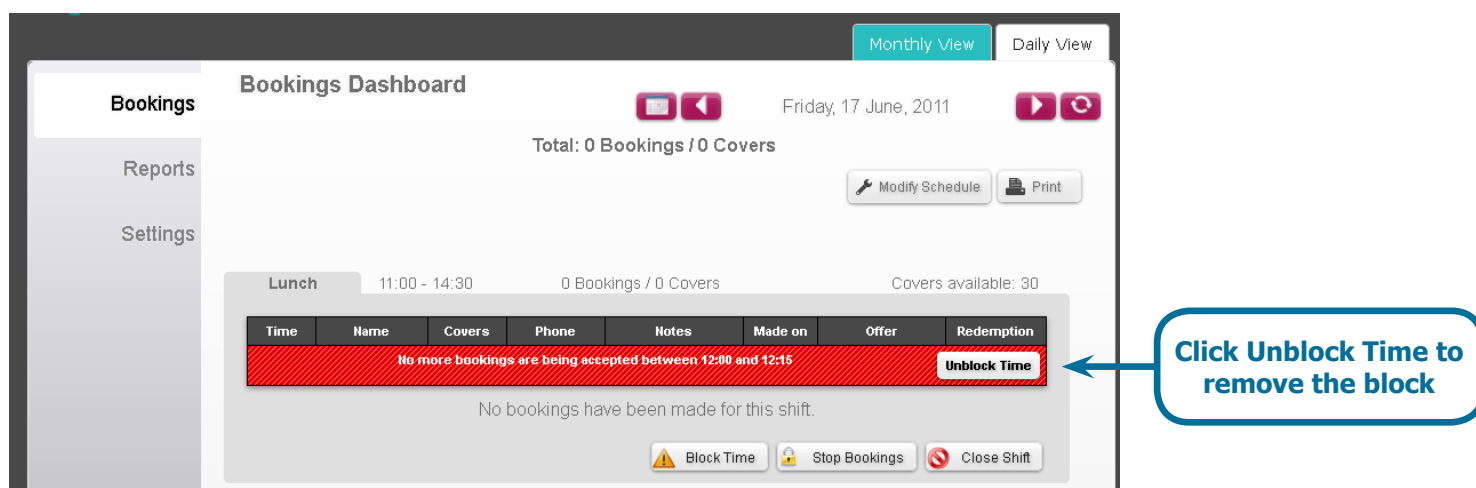
Block Time Stop Bookings Close Shift

Click Block Time to prevent bookings at a particular time

In the Add a Closure dialogue, select the time from the drop-down that you would like to block and click Save.



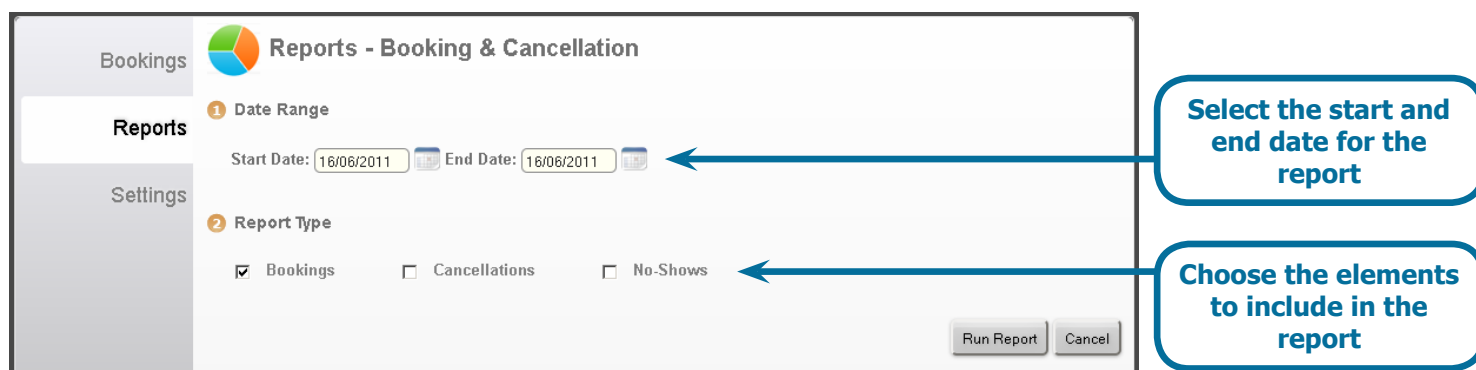
The time you selected will now be blocked and will no longer be available to be booked online. Times which already have bookings can also be blocked without affecting those existing bookings. You can unblock a time by clicking on the Unblock Time button next to the time you wish to unblock.



REPORTS

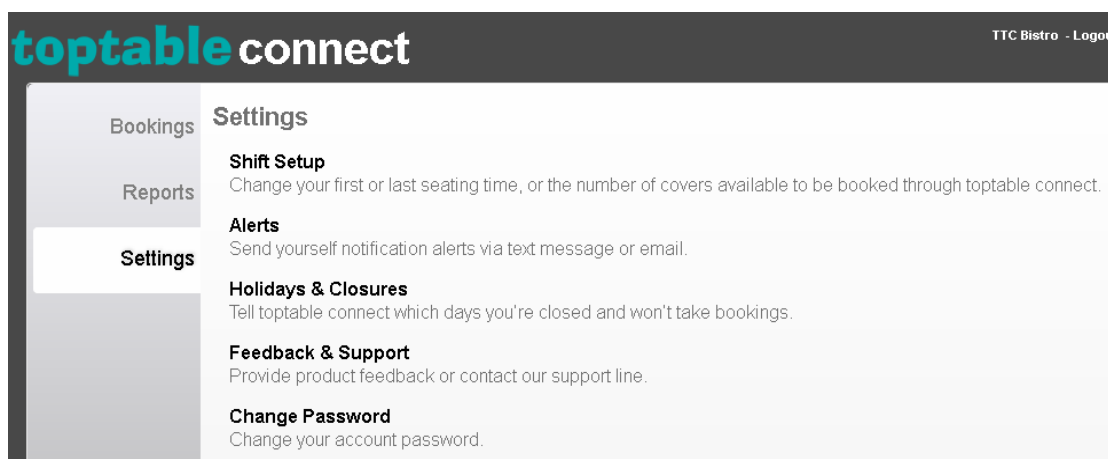
Booking & Cancellation

In the Booking & Cancellation section of the Reports menu, you can run reports on the number of bookings, cancellations and no-shows for a specific day or a date range.



MODIFY YOUR TOPTABLE CONNECT SETTINGS

The settings for your toptable connect account can be adjusted in the Settings menu.



Shift Setup

The Shift Setup menu is where you can make changes to your default schedule which will be applied to all future days. Set which shifts are open on which days of the week and when each shift starts or ends. This is also where you can set your pacing, which is the maximum number of covers available to be booked online per 15 or 30 minute period.

Shift Setup

1 Which of the following shifts does your restaurant normally have? (Check all that apply)

☐ Breakfast ☒ Lunch ☒ Dinner

2 Which days of the week are you normally open for the following shifts?

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Lunch	Open	Closed	Open	Open	Open	Open	Open
Open?	Open	Closed	Open	Open	Open	Open	Open
First Seating:	11:00	11:00	11:00	11:00	11:00	11:00	11:00
Last Seating:	14:30	14:30	14:30	14:30	14:30	14:30	14:30
Maximum Covers:	30	30	30	30	30	40	40

☐ Pacing Limit: For my Lunch shift, limit bookings to no more than 20 covers in any 15 minute range. [What's this?](#)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Dinner	Closed	Open	Open	Open	Open	Open	Closed
Open?	Closed	Open	Open	Open	Open	Open	Closed
First Seating:	17:00	17:00	17:00	17:00	17:00	17:00	17:00
Last Seating:	22:00	22:00	22:00	22:00	22:00	22:00	22:00
Maximum Covers:	40	40	40	40	30	30	40

☒ Pacing Limit: For my Dinner shift, limit bookings to no more than 15 covers in any 15 minute range. [What's this?](#)

3 What is the largest party size you can accommodate for a single booking?

12 people

Save Cancel

Callouts:

- Select the shifts your business is open for
- Adjust the details of each shift per day of the week
- Check the box to use pacing and set a pacing limit
- Set the largest party size

Alerts

Set up alerts to receive a text message and/or email notifications for new reservations or to receive summaries of upcoming reservations. You can also setup optional phone call alerts as a way of being notified of same day reservations.

To configure **text message** alerts, check the Text Message box to open the configuration menu. You can enter up to five phone numbers to which text message alerts will be sent, simply click the Add Another Phone Number button to add more numbers.

The screenshot shows the 'Alerts' configuration page for text messages. On the left, a sidebar has 'Bookings', 'Reports', and 'Settings' (selected). The main area is titled 'Alerts' and contains the following elements:

- A checkbox for 'Text Message' is checked.
- A section for 'Mobile number' with a dropdown for country code (set to '+44'), an input field for the number, a 'Send Test SMS' button, and an 'Add Another Number' button.
- A note: "Your mobile phone provider's standard text messaging rates apply."
- A section for 'A text will be sent for any booking made, changed, or cancelled' with a dropdown set to 'for all future dates'.
- An 'In addition:' section with three checkboxes and dropdowns:
 - ☐ Send a shift summary (1 hour) before the shift begins (only if bookings exist)
 - ☐ Send a daily summary (1 day) before the shift begins (only if bookings exist)
- An 'Email' checkbox at the bottom.

Three blue callout boxes on the right point to specific fields:

- 'Enter a mobile phone number' points to the number input field.
- 'Select the time threshold for alerts' points to the 'for all future dates' dropdown.
- 'Configure text message summaries of your upcoming bookings' points to the summary checkboxes.

To configure **email alerts**, check the Email box. You're required to enter at least two email addresses to which alerts will be sent.

The screenshot shows the 'Alerts' configuration page for email. On the left, a sidebar has 'Settings' (selected). The main area is titled 'Alerts' and contains the following elements:

- A checkbox for 'Text Message' is unchecked.
- A checkbox for 'Email' is checked.
- A section for 'Email Address' with an input field, a 'Send Test Email' button, and an 'Add Another Address' button.
- A section for 'An email will be sent for any booking made, changed, or cancelled' with a dropdown set to 'for all future dates'.
- An 'In addition:' section with three checkboxes and dropdowns:
 - ☐ Send a shift summary (1 hour) before the shift begins (every shift)
 - ☐ Send a daily summary (1 day) before the shift begins (only if bookings exist)
 - ☐ Send a summary of the upcoming week every Sunday (only if bookings exist)
- An 'Optional' section with a checkbox for 'Phone Call (Same Day Bookings Only)'.

Three blue callout boxes on the right point to specific fields:

- 'Enter at least 2 email addresses' points to the email address input field.
- 'Select the time threshold for alerts' points to the 'for all future dates' dropdown.
- 'Configure email summaries of your upcoming bookings' points to the summary checkboxes.

NOTE: For both text message and email alerts, if on step 2 you choose any option other than "for all future days," you'll be required to receive summary alerts. Otherwise, the summaries are optional.

To configure optional **phone call alerts**, check the Phone Call box to open the configuration menu. You can enter multiple phone numbers to which automated phone alerts will be sent and the Place Test Call button will let you test the phone numbers you've entered.

Optional

☒ Phone Call (Same Day Bookings Only)

1 Phone Number

+ 44 Place Test Call

Add Another Number

2 A phone call will be made for any booking made, changed or cancelled after the shift begins

In addition:

☐ Send a shift summary 30 minutes before the shift begins only if bookings exist

Save Cancel

Enter a phone number

Select the time threshold for alerts

Configure summaries

Holidays and Closures

By default toptable connect comes preconfigured with major holidays closed. You can choose to set these holidays to open in order to take online bookings for those days.

toptable connect

TTC Bistro - Logout

Bookings

Reports

Settings

Holidays & Closures

Please confirm the following dates as holidays in which your restaurant will be closed. Diners will NOT be able to make a booking on these dates:

Holiday	Day of Year	Open	Closed
New Year's Day	1 January	<input type="radio"/>	<input checked="" type="radio"/>
Valentine's Day	14 February	<input checked="" type="radio"/>	<input type="radio"/>
Mother's Day	Middle Sunday in Lent	<input checked="" type="radio"/>	<input type="radio"/>
Christmas Day	25 December	<input type="radio"/>	<input checked="" type="radio"/>
Boxing Day	26 December or thereabouts	<input type="radio"/>	<input checked="" type="radio"/>

Please list out any additional dates you will be closed below. No shifts will be open for booking.

+ Add Another Closed Day

Save Cancel

Set holidays to open or closed

Add another closed day

MESSAGE CENTER

Message Center (0)

Resources

The Message Center can be found at the bottom of each page of the toptable connect website, and is where you will receive important messages and updates from toptable regarding your account and the toptable connect product. Under the Resources section, you'll find links to valuable toptable resources.

ADDITIONAL TOPTABLE CONNECT DETAILS

Shift Times

If a lunch shift is offered, the times between 12:00 – 13:00 must be available for online bookings. If a dinner shift is offered, the times between 19:00 – 21:00 must be available for online bookings

Cancellations, No-Shows, and Party Size Changes

Restaurants must mark a booking as cancelled or no-show or change the party size within 48 hours after the booking day and time. After that, the diners are assumed to have been seated and honored the booking.

Day of Week Availability

For each shift that has been selected (breakfast, lunch, dinner), at least one day of the week must be open and available for online bookings.

Inventory Availability

Each open shift is set to accept up to 40 covers by default during the shift.

Maximum Party Size

Each restaurant is set to accept parties up to 20 people by default for any open shifts.

Alert Options

Restaurants can receive booking alerts via text message or email. An alert will automatically be sent every time a booking is made, changed, or cancelled.